

VACANCY ANNOUNCEMENT

COURT SERVICES AND OFFENDER SUPERVISION AGENCY

D.C. PRETRIAL SERVICES AGENCY

Announcement Number: 06-24(MPP)(DEU)

Opening Date: April 11, 2006

Closing Date: April 25, 2006

Area of Consideration: Open to All Sources

Job Title, Series, and Grade: Information Technology Specialist (Customer Support),
GS-2210-7/9
Permanent, Full-Time, Career or Career Conditional

Full Performance Level: GS-11

Salary: GS-7: \$42,132
GS-9: \$49,628

RELOCATION EXPENSES ARE NOT AUTHORIZED.

Location: Office of Information Technology
Customer Service Unit
D.C. Pretrial Services Agency
Washington, DC

Summary of Primary Duties and Responsibilities:

The Office of Information Technology (IT) is responsible for the planning, development and management of the information technology systems and subsystems that support PSA programs and management operations; and for required standards, policies and procedures.

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The incumbent of this position performs a variety of network duties to support customer desktop stations and associated hardware and software. He/she assists in such activities as:

- Configuring, installing and maintaining network hardware and software including desktop, laptop, printers and other network peripherals.
- Configuring and installing new systems and services and upgrades.
- Providing training to users in more routine systems and applications.

- Staffing PSA Information Technology Helpdesk; troubleshooting and correcting or repairing routine problems; identifying more complex problems for attention by higher-level specialists.
- Maintaining helpdesk call tracking system, monitoring requests, response time and similar data.
- Maintaining inventory of hardware and software for network systems and producing regular and special reports.

These are the duties performed at GS-9. Applicants appointed at GS-7 will have an appropriate adjustment in the level of supervision provided.

Qualification Requirements:

- One year of specialized experience supporting customer computing and office automation needs, including their desktop stations and associated hardware and software that was comparable in difficulty and responsibility to the GS-5 level to qualify for GS-7 or to the GS-7 level to qualify for GS-9.

OR

For GS-7:

- One full year of graduate level education in computer science, information science, information systems management, mathematics, statistics, operations research or engineering or related course work; **or**
- Superior Academic Achievement (SAA). SAA is based on (1) class standing, (2) grade-point average, or (3) honor society membership.
 1. **3.0 or higher out of a possible 4.0 ("B" or better)** as recorded on the official transcript, or as computed based on 4 years of education, or as computed based on courses completed during the final 2 years of the curriculum; **or**
 2. **3.5 or higher out of a possible 4.0 ("B+" or better)** based on the average of the required courses completed in the major field or the required courses in the major field completed during the final 2 years of the curriculum; **or**
 3. Election to membership in a national scholastic honor society.

For GS-9:

- Master's or equivalent graduate degree or 2 full years of progressively higher-level graduate education in computer science, information science, information systems management, mathematics, statistics, operations research or engineering or related course work.

All Qualification Requirements must be met by the closing date of this announcement.

To receive full consideration, applicants must describe specific projects and results of each one of the knowledge, skills and abilities described below.

Knowledge, Skills and Abilities Required:

1. Skill in configuring and troubleshooting work stations, network hardware, software and peripherals for INTEL based personal computers.
2. Skill in administering or supporting productivity or automation tools including MS Office, MS Exchange, Internet Explorer, anti-virus and anti-spam software, network security, Active Directory, and patch management.
3. Ability to staff and monitor an information technology helpdesk and to communicate with customers.

Evaluation Method:

Applicants will be evaluated on the extent and quality of their experience, education and training, job-related awards and supervisory appraisal of performance. If applicants meet the basic qualification requirements and the mandatory selective factor, their application/resume will be evaluated against the knowledge, skills and abilities required for this position. Category rating will be used to evaluate applicants using three categories (Best Qualified, Well Qualified, and Qualified) to determine which applicants will be referred to the selecting official for final consideration.

About PSA:

The D.C. Pretrial Services Agency (PSA) is an independent entity in the Court Services and Offender Supervision Agency in the federal executive branch of the United States government. PSA is responsible for the investigation and supervision of persons arrested and released into the community pending disposition of their cases in the D.C. Superior Court and U.S. District Court for the District of Columbia. PSA is committed to honoring the constitutional presumption of innocence and enhancing public safety. Its mission is to 1) formulate recommendations that promote the use of least restrictive nonfinancial pretrial release and 2) provide effective community supervision for defendants to ensure court appearance, promote public safety, and address social issues that contribute to crime.

How to Apply:

Interested applicants may submit:

- (1) A resume or application form, OF-612, Optional Application for Federal Employment, or any other written format you choose to describe your job-related qualifications. Your submission must include the information cited in the Office of Personnel Management's (OPM) brochure, OF-510, Applying For A Federal Job. A copy of the OF-510 and OF-612 can be obtained through the USAJOBS website at [http:// www.usajobs.opm.gov/b.htm](http://www.usajobs.opm.gov/b.htm) or by requesting the forms through OPM's self-service phone system at (478) 757-3000 or TDD (478) 744-2299. Please include a copy of any transcript(s) of college courses. Indicate the lowest grade you

will accept and provide salary information with each position described on the application.

Candidates currently or previously employed with the federal government must submit:

- (2) A copy of their most recent, SF-50, Notification of Personnel Action.
- (3) A copy of their most recent performance evaluation.

Status applicants who wish to be considered under both merit promotion and competitive procedures **must** submit **two** applications. If you are only submitting one application, please indicate if you want to be considered under merit promotion or competitive procedures. If you do not indicate your preference, you will be considered under merit promotion procedures.

You can apply for a non-competitive appointment if you meet the basic eligibility requirements and you are eligible for special appointment such as those authorized for the severely disabled; veterans with service-connected disabilities of 30 percent or more; returned volunteers from the Peace Corps or Vista, etc. Appropriate documentation to support this claim for eligibility will be required. Please indicate the type of special appointment you are seeking, if any, on your application and follow all other instructions for applying shown in this announcement. If you are an eligible Interagency Career Transition Assistance Program (ICTAP) applicant, you may apply for special selection over other applicants for this position. Individuals who have special priority selection rights under the ICTAP must be well qualified for the position. To be well qualified, applicants must satisfy all qualification requirements for the vacant position and meet the well qualified level of the crediting plan for all factors. ICTAP eligibles must submit one of the following as proof of eligibility for the special selection priority: a separation notice, SF-50, Notice of Personnel Action, documenting separation, an agency certification that you cannot be placed after injury compensation has been terminated, an OPM notification that your disability annuity has been terminated, **OR** a Military Department or National Guard Bureau notification that you are retired under 5 U.S.C. Section 833(h) or Section 8456.

Conditions of employment:

Male applicants born after December 31, 1959, who are at least 18 years of age must certify that they have registered with the Selective Service System, or are exempt from having to do so under the Selective Service Law.

All applicants are subject to a comprehensive criminal background investigation, and required to submit to urinalysis to screen for illegal drug use prior to appointment and may be subject to random drug testing after selection.

All Federal employees are required to have Federal salary payments made by direct deposit to a financial institution of their choosing.

U.S. citizenship is required.

Initial appointment will require completion of a one-year probationary period.

Reasonable Accommodation: This agency provides reasonable accommodation to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify the agency. The decision on granting reasonable accommodation will be on a case-by-case basis.

Veterans' Employment Opportunities Act of 1998: Veterans who are preference eligible or who have been separated from the armed forces under honorable conditions after 3 years or more of continuous active service may apply. If you are applying under this provision, please submit a copy of your DD-214.

Veterans' Preference: If you are claiming 5 Point Veterans' Preference, please submit your DD-214, Certificate of Release or Discharge from Active Duty. If you are claiming 10 Point Veterans' Preference, you will need to submit SF-15, Application for 10-Point Veterans' Preference, and the accompanying documentation required to demonstrate the basis for the preference. The SF-15 is available from any Federal personnel office or on the OPM website at www.opm.gov/forms.

Submit your application package to:

D.C. Pretrial Services Agency
Office of Human Resources
633 Indiana Avenue, NW—Suite 1170
Washington, DC 20004-2903
Or Fax to: (202) 220-5633
Or Email to: PSAJobs@csosa.gov

Applications must arrive by the closing date of this announcement to receive consideration.

If you have questions about this vacancy announcement, please call Aden Williams, (202) 220-5752.

The Pretrial Services Agency is an equal opportunity employer. Selection for this position will be based solely on merit without regard to race, color, religion, age, gender, national origin, political affiliation, disability, sexual orientation, marital or family status or other non-merit based factors.